

How to Get a Permit
for a
Short Term Rental in
San Antonio



All documents mentioned here (including this presentation)
are on the Resources page at:

strassociationofsa.com

Disclaimer: We are not the ultimate authority on permitting STRs in SA, and the process represented here is how we understand it. There may be factual errors, changes in administration, ordinance, or policy since this presentation was written.

What is a short term rental?

SA UDC Appendix A



Short term rental. A property that rents out all or a portion of a residential dwelling unit, apartment, condominium, or accessory dwelling for a period of not less than twelve (12) hours and for a maximum of thirty (30) consecutive days to a particular occupant and the operator does not provide food or beverage for consumption for a fee.

Short term rental (Type 1) establishment. A residential dwelling unit which is occupied by the owner, as reflected in title records, or an operator as reflected in a valid lease agreement, and with the express permission of the property owner. The owner or operator shall make his or her legal residence at the site, as evidenced by homestead exemption, voter registration, vehicle registration, or similar means, and which supplies temporary accommodations to overnight guests for a fee.

Short term rental (Type 2) establishment. A residential dwelling unit which is not occupied by the owner, as reflected in title records, or an operator as reflected in a valid lease agreement, and with the express permission of the property owner, and which supplies temporary accommodations to overnight guests for a fee.

Why did San Antonio pass an STR ordinance?

- In 2017 and 2018 constituents complained to City Council that Airbnb rentals in San Antonio neighborhoods were causing parking, noise, and other problems.
- Council requested a task force to draft an ordinance, which was eventually passed in late 2018.
- The ordinance was updated June 13, 2024 to improve enforcement.

San Antonio, TX Code of Ordinances Chapter 16 ARTICLE XXII. - SHORT TERM RENTALS

Establishes permitting for short term rentals

- Apply online
- Tiers: Type 1 and Type 2, with density limitations; single family and multi-family
- Fees: Type 1 - \$300, Type 2 - \$450; both valid for 3 years; renewable
- Non-transferable
- General Standards: structures conforming to codes (no RVs, tents); occupancy; smoke and CO detectors; evacuation plan; comply with noise, other codes (ADUs); no outdoor spaces (hammock or lounge chair on the porch)
- Inspection upon complaint
- Short term rentals are subject to Hotel Occupancy Tax
- Permit numbers are required in all platform listings. The city can request a platform to remove a listing without a valid permit number.

ARTICLE XXII. - SHORT TERM RENTALS (continued)

Inside your listing,
you must notify your
guests of...

- Maximum number of occupants.
- Location of required off-street parking, other available parking and prohibition of parking on landscaped areas.
- Quiet hours and noise restrictions.
- Restrictions on sleeping in outdoor areas.
- Twenty-four-hour contact person and phone number.
- Property cleanliness requirements.
- Trash pick-up requirements, including location of trash cans.
- Flooding hazards and evacuation routes.
- Emergency numbers.
- Notice that an occupant or visitor can be cited for violating city codes.
- Displaying short term rental permit, health department permit, and/or any other required permits.
- Hotel occupancy tax registration.



CITY OF SAN ANTONIO

24-hour contact person and phone number:

- Kelly Martinez – (210) 392-8968

Evacuation Routes:

- All exits are located at the front door and back door.
- Fire Extinguishers are located in the kitchen next to the stove.

Emergency numbers:

- 911 – Emergency
- 311 – City code issues

Maximum number of occupants

- Only two are allowed per sleeping area.
- Maximum occupancy of this rental unit is 5.

Location of required off-street parking, other available parking and prohibition of parking on landscaped areas.

- Parking is only permitted on the driveway or street and is not allowed on or in the front yard.
- Failure to conform to the occupancy and parking requirements is a violation of the City Code and occupant or guest can be cited.

Quiet hours and noise restrictions as defined per Chapter 21, Article III of the Code of Ordinances:

- Quiet hours shall be between the hours of 11pm and 8am on weekdays, and 11pm and 11am on weekends.
- During these hours, tenants may not play loud music, operate heavy machinery, or make any loud noises which may disturb their neighbors.
- Parties or special events are not allowed at any time.

Restrictions of outdoor facilities:

- No overnight sleeping outdoors or outside sleeping spaces for rent.
- Guests may not play loud music, operate heavy machinery, or make any loud noises which may disturb neighbors at any time while outdoors.
- Adequate protections for hot tubs and pool areas.

Trash pick-up requirements, including location of trash cans:

- Garbage pick-up is on Thursday.
- Recycling pick-up is on Monday.
- Household trash and recycling should be tied up securely in bags and placed in the associated City of San Antonio collection carts.
- Do not throw garbage out the windows into the yard. The yard is to be kept clear of garbage and debris at all times.
- Primary guests are responsible for the behavior of any invited guests. A violation by an invited guest will be treated as a violation by the primary guest as listed in the agreement.

Short Term Rental permit: STR-19-13501268


Hotel Occupancy Tax registration: HOT-003570





Other Facts You Must Certify

- A designated operator is available by phone at all times when the unit is occupied.
- Working smoke detectors are installed.
- The unit has a fire extinguisher.
- Emergency contact information and exits are posted.
- The unit has a posting for the maximum number of occupants.
- Every sleeping area has at least one emergency escape.
- The permit number is included in all advertisements or online listings.



Many US Airbnb Venues May Be Falling Short On Fire Safety

May 8, 2018 0 Comments

By Eurasia Review

BAY AREA

10 Airbnb guests flee from fire at Santa Rosa home

by Bay City News



SOUTH FULTON COUNTY

Couple leaps 23 feet to escape Airbnb fire, both break backs in the process

By **Tyisha Fernandes, WSB-TV**

February 20, 2023 at 6:43 pm EST

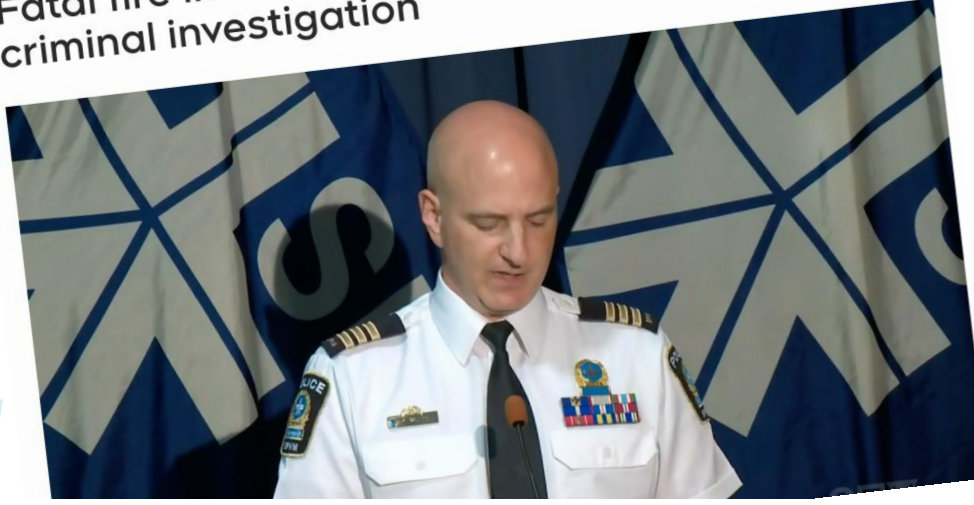
ABC NEWS — October 5, 2018

Arson suspect wanted for igniting fire to an Airbnb home in Florida

Surveillance footage released by police shows a suspect setting the front door of an Airbnb home on fire as the search for the wanted individual continues in Hollywood, Florida.

MONTREAL | News

Fatal fire in Montreal Airbnb now subject of criminal investigation



REUTERS®

World Business Markets Sustainability Legal More

Healthcare & Pharmaceuticals

Many Airbnb rentals in U.S. cities lack fire safety features

By Lisa Rapaport

May 7, 2018 5:46 PM CDT · Updated 6 years ago



Safety

What is the number one thing you can do to help make your STR safe?*



Home must have

- smoke detectors
- exit signs
- location and emergency services contact

Bedrooms must have

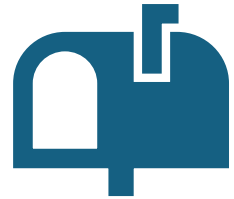
- smoke detector
- two modes of exit – a door, and a window. The window must have a clear opening of at least 5.7 ft², at 20 inches wide and 24 inches tall, and a sill height of not more than 44 inches.

Kitchens must have

- fire extinguisher mounted on the wall or clearly marked within 30 feet of the cooking area

How Can I Lose My Permit?

Code Citations	Get three citations for any city ordinances, including noise, parking, trash
Violate STR Ordinance	Violate the STR ordinance (operating without a permit, failure to pay HOT, etc.)
Don't Renew	Fail to renew your permit or cancel your permit.
Sell	Sell your property.
Break Other Ordinances	Violate zoning, other ordinances (e.g. the ADU ordinance)



A unique STR permit number and HOT account number is needed for each unit you operate, even if there are multiple units in one property.

Note: A home may only have 2 - Type 1 permits; any subsequent permits must be Type 2, subject to density limitations.

Multiple Type 2 permits on a property must have separate dwelling units – apartments or a duplex, for example, also subject to density limitations.



Can I have a permit for my address?

- Type 1: Owner-occupied. No density limitations.
- Type 2: Not occupied by the owner. Limited in density to 12.5% of the residential units on a block face.
- Multi-family (over 4): Limited in density to 12.5% of the total number of units

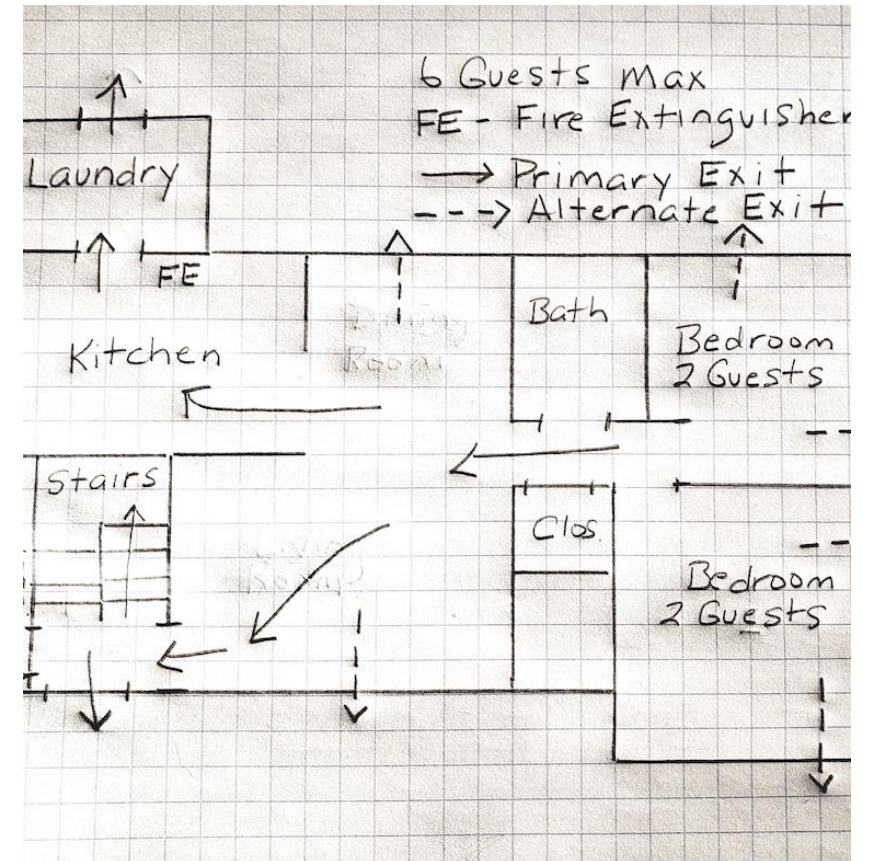
How do I check to see if my block face is limited under this rule?

Calculating and Checking Density

- Use the San Antonio [One Stop map](#)
- Visit the Development Services STR website, and click on the [STR Activity Report](#)
- Calculate the density by only counting the residentially zoned addresses on the block face – including additional addresses where there might be several in a home (123 Main St. #1, and 123 Main St. #2 where the house is divided or someone rents out the ADU long term, for example). Do not include I/L zoned addresses, or multifamily zoned addresses (MF). Multifamily properties over 4 units have their own density calculation in the same way a block face is calculated. Calculations are **not rounded up**. For example, if the calculation is 2.8, only 2 are allowed.

What you need to apply for a permit

- Your Bexar County property ID number. Find that at bcad.org
- A sketch of the floorplan of your property: by hand or with any basic software is fine. Also draw a sketch of where the parking places are on the property- there must be one off street space.
- Proof of written permission to operate. Proof of ownership or a notarized letter of permission from the owner is required.
- Your name, address, phone number, email, and the same for the owner and 24-hour contact person, if different.
- The platform where you're going to advertise the STR (Airbnb, VRBO, etc.)
- Check that you've complied with the information you need to provide the guest about a 24-hour contact, noise restrictions, parking regulations, etc. as well as emergency exit signs, a fire extinguisher, CO and smoke detectors, and so on.
- Type 1 or Type 2?
- Payment



Occupancy Limits

- According to [San Antonio Property Maintenance Code](#)
- A bedroom must be at least 70 ft²
- Bedrooms for two or more adults must have at least 50 ft² per occupant.
- The maximum occupancy per bedroom is 3 adults (>12 years)



Applying for a Permit

<https://www.sa.gov/Directory/Departments/DSD/STR>



A screenshot of the City of San Antonio website. The header includes the City of San Antonio logo and navigation links for Community, Business, Government, and Directory. A search bar is present with the text "Find almost anything on our website" and a "Search" button. The breadcrumb trail reads "Home / Directory / Departments / Development Services / Short Term Rentals (STR)". A dark red banner contains a "Menu" icon and the text "Development Services". The main content area is titled "Short Term Rentals (STR)" and contains three sections: "STR Permits" with a sub-header and a description, "Report an STR Violation" with a sub-header and a description, and "Hotel Occupancy Tax (HOT)" with a sub-header and a description. Each section includes a small representative image.

STR Permits

Apply for, renew or cancel your Short Term Rental (STR) permit.



Report an STR Violation

Learn more about Short Term Rental (STR) enforcement. Report an unpermitted STR or problems with an existing STR.



Hotel Occupancy Tax (HOT)

Owners or operators must remit all applicable state, county, and city HOT. If you currently own or operate a STR, you are required to pay or report HOT every month, even if it is a zero amount. The HOT rate is 9% for the City of San Antonio and 1.75% for Bexar County.

Applying for a Permit (continued)

<https://www.sa.gov/Directory/Departments/DS/STR/Permits>

The screenshot displays the City of San Antonio website's 'STR Permits' page. At the top, the city logo and name are visible, along with navigation links for 'Community', 'Business', 'Government', and 'Directory'. A search bar is present with the text 'Find almost anything on our website' and a 'Search' button. Below the search bar is a breadcrumb trail: 'Home / Directory / Departments / Development Services / Short Term Rentals (STR) / STR Permits'. A dark red header bar contains a 'Menu' icon and the text 'Development Services'. The main content area is titled 'STR Permits' and includes a sub-header: 'Learn how to apply for, renew or cancel your Short Term Rental (STR) permit.' Below this are three buttons: 'Apply', 'Renew', and 'Cancel'. A text block states: 'Permits are valid for three years and are not transferable.' This is followed by a bulleted list: 'A separate permit is required per individual unit.' and 'Permits are issued within five business days once a complete application is received.' A 'NOTE' indicates that missing information from an application will delay the issuing of a permit. A section titled '1 Requirements' is highlighted with a blue circle containing the number '1'. Under 'Requirements', there are two sub-sections: 'Contact Information' and 'Floor Plan and Parking Plan'. 'Contact Information' asks for details for property owner, applicant, and 24/7 designated operator. 'Floor Plan and Parking Plan' asks for the maximum number of guests. On the right side of the page, there is a 'Contact' sidebar with sections for 'Email' (with a 'Contact Form' link), 'Phone', 'Permit Information' (with a '210-207-1111' link), 'HOT Accounts' (with an '888-885-7289' link), 'Address' (listing the Cliff Morton Development and Business Services Center at 1901 S. Alamo St., San Antonio, TX 78204, with a 'Directions' link), and 'Hours' (Monday - Friday: 7:45 a.m. - 4:30 p.m.).

← → ↻ <https://aca.sanantonio.gov/CitizenAccess/Default.aspx> ☆ 📄 📄 📄 ☰

CITIZEN ACCESS
for **SAN ANTONIO**

Welcome to the City of San Antonio

Announcements **Register for an Account** Reports (2) Login

Search...

Home Land Development Building Profile Fire

Advanced Search

User Name or E-mail: Password: [Login >](#)

Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

We recommend using Firefox, Chrome, Edge or Safari to ensure receiving the best user experience. For additional browser settings visit our [ACA Settings page](#).

Click [here](#) to complete a Garage/Yard Sale permit application. Registering for an online account is not necessary.

Welcome to the City of San Antonio Customer Portal

We are pleased to offer our customers access to online services, 24 hours a day, 7 days a week.

At the City of San Antonio, we are fulfilling our commitment to deliver online services that are more efficient, convenient, and interactive. To use all the services we provide, you must register and create a user account. You can also view information, get questions answered, and have limited services as an anonymous user. We trust this higher level of online services makes doing business with the City of San Antonio easier, faster and more accessible.

What would you like to do today?
To get started, select one of the services listed below:

BuildSA: Register for an Account (or log in)

<https://aca.sanantonio.gov/CitizenAccess/Default.aspx>

Click on Land Development: Create an Application



A screenshot of the City of San Antonio Citizen Access portal. The header is dark red with the logo and the text "Welcome to the City of San Antonio". Below the header, there is a navigation bar with links for "Announcements", "Logged in as: shelleygalbraith", "Collections (0)", "Reports (2)", "Account Management", and "Logout". A search bar is located on the right side of the page. The main content area has a dark blue header with "Home" selected, and sub-headers for "Land Development", "Building", "Profile", and "Fire". Under "Land Development", there are buttons for "Dashboard", "My Records", "My Account", and "Advanced Search". The main content area is divided into two sections: "General Information" and "Land Development". The "General Information" section has buttons for "Lookup Property Information" and "Create General Applications". The "Land Development" section has buttons for "Search Applications" and "Create an Application", with the latter button highlighted by a pink rectangular border.

Choose Short Term Rental (STR) Permit Application (and hit Continue)

The screenshot shows the 'CITIZEN ACCESS for SAN ANTONIO' portal. At the top, a red banner contains the text 'Welcome to the City of San Antonio'. Below this, navigation links include 'Announcements', 'Logged in as: shelleygalbraith', 'Collections (0)', 'Reports (6)', 'Account Management', and 'Logout'. A secondary link 'Create an Escrow Account | Amend Escrow Account(s)' is also visible. A search bar is located in the top right. The main navigation menu includes 'Home', 'Land Development', 'Building', 'Profile', and 'Fire'. Under 'Land Development', there are two sub-options: 'Search Applications' and 'Create an Application'. Below this, a section titled 'Select a Record Type' prompts the user to 'Choose one of the following available record types'. A search input field with a 'Search' button is provided. A grid of record types is displayed, with 'Short Term Rental (STR) Permit Application' highlighted by a red arrow. Other record types include 'Address Verification and Assignment', 'Amend Plat', 'Board of Adjustment', 'Bond Application', 'Master Development Plan (MDP)', 'Minor Plat', 'Nonconforming Use/Development Preservation Rights Application', 'Out of Sequence Recordation', 'Rescind a Plat', 'Rights Determination', and 'Site Improvement Time Extension'.



Enter/upload information requested



[Announcements](#) [Logged in as: shelleygalbraith](#) [Collections \(0\)](#) [Reports \(6\)](#) [Account Management](#) [Logout](#)

[Create an Escrow Account](#) | [Amend Escrow Account\(s\)](#)

[Home](#) **Land Development** [Building](#) [Profile](#) [Fire](#)

[Search Applications](#) [Create an Application](#)

Short Term Rental (STR) Permit Application

1 Property Information	2 Contact Information	3 Application Information	4 Document Information	5 Review	6	7
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Step 1: Property Information > Property

Physical Address is preferred.

If you do not have a physical address, you can search using a City Parcel Number in the section below

* indicates a required field.

Address

To search for an address, enter only the Street No. and Street Name and click "Search."
You may also include a Unit/Suite, Level or Building prior to clicking Search.

[Address Quick Tip Guide.](#)
[One Stop Zoning Map](#)

Street No.:	<input type="text"/>	Street Name:	<input type="text"/>	Street Type:	<input type="text" value="--Select--"/>
Unit/Suite:	<input type="text"/>	Level:	<input type="text"/>	Building:	<input type="text"/>



Special notes

- **ADU:** If you have an [Accessory Dwelling Unit \(ADU\)](#), commonly called a back house, or casita – another apartment on your land, under the ADU ordinance, you cannot get revenue from the main house and the ADU at the same time. In other words, you can rent the house, or you can rent the ADU as a short term rental, but not both together/or both separately.
- **Zoning:** While the Texas Supreme Court declared short term rentals a residential use of a home, your short term rental is mostly likely in a **home**, zoned residential or multi-family, for use as a home. A house is a place to sleep, eat, relax, and spend time doing things you would do at home, respecting the neighbors and the neighborhood.
- STRs are allowed in all zoning areas except C-3 (commercial) and I/L (industrial). Not allowed is renting your property by the **hour**; providing food (including catering); having parties; renting for anything other than using the home as a home. Unless you are in a commercially zoned property, you may not advertise the space for events such as weddings or parties, photo shoots, filming, renting your pool by the hour, or business meetings. You may not advertise on platforms that are not for overnight stays and residential uses – peerspace.com, gigger.com, swimply.com, homestudiolist.com, sniffspot.com, curbflip.com, or anything that isn't renting out your home for use as a residence, and overnight.

Special Notes (continued)

- Type 1 versus Type 2 short term rentals: An owner-occupied rental, where the owner lives on site, is a Type 1 STR, not subject to density restrictions. You must show that you live in the home, and, if it is your home, claim the property tax homestead exemption. If you rent and live on the property, you must provide a notarized letter from the owner that gives you express permission to use the property as an STR and prove that you live there full time. The city will let you know what kind of evidence they need, such as a driver's license, etc.
- Type 2 short term rentals, where the owner does not live on site, cannot claim a property tax homestead exemption.
- Outdoor amenities such as a pool are now subject to quiet hours, which like the STR permit must be posted. Quiet hours are defined as 10 pm to 6 am Sunday through Thursday and 11 pm to 6 am Friday and Saturday.

What now?

Inquiries: dsdshorttermrentals@sanantonio.gov

A permit should take about **5 business days** to process. You will receive your permit by email with a Hotel Occupancy Tax account number.

You are responsible for **reporting HOT** from the day you receive your permit. Even if your income is \$0, you must file a report, or be charged a penalty!

Hotel Occupancy Tax (HOT)

The tax is paid by the guest.

HOT Rates

State of Texas	6.00%
City of San Antonio	9.00%
County of Bexar	1.75%

Collecting Hotel Occupancy Tax (HOT)

- Larger platforms (such as Airbnb, VRBO) collect and remit state and city HOT for you; you must collect, report, and remit county tax. You must report HOT for every stay under 30 nights. (Report a stay of 30 nights as \$0).
- There are specific ways to collect the tax on Airbnb, VRBO and other platforms, so read about those in the help areas of those platforms, and on our Resources page.

Reporting and Remitting HOT: San Antonio's Payment Vendor - Avenu Insights

www.hoteltaxonline.com

Home Lookup Support FAQ Short Term Rental List

**Tax
ONLINE**

A cloud-based solution to file and remit tax returns.

Returning Users Login

Username

Password

Remember Username [Forgot UserName?](#)
[Forgot Password?](#)

Login

Business Account

For business owners or companies who need to file for a single business or a business with multiple locations.

[Create a Business Account >](#)

Tax Preparer Account

For tax preparers, CPAs and filing practitioners who manage multiple business accounts for multiple clients.

[Create a Tax Preparer Account >](#)

Instructional video on setting up your HOT payment account and filing monthly reports:
<https://clipchamp.com/watch/IS0atVvfOIA>

If you have an
HOT account,
you can be
audited.

- Make sure that you download and keep records for four years.
- Print and keep copies of income statements for each permit.
- If you have a property manager, but you hold the permit and the HOT account, make sure that you have access to and keep copies of income records. Alternatively, register your property manager for the HOT account.



Additional instructions for collecting
and remitting HOT can be found at:

strassociationofsa.com/resources

Join us as a member! Only \$25 a year.



strassociationofsa.com

Shelley Galbraith, Chair

shelleygalbraith@gmail.com